

Apr 16 2018 09:05AM HP Fax

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2018-130E
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Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Text PSCAGENDAS to 39492

To receive an alert when Meeting Agendas are released

Individual Complaint Form

Date*: 4/16/18

RECEIVED

APR 16 2018

PSC SC
MAIL / DMS

Complainant or Legal Representative Information:

* Required Fields

Name * Jongvil H Irwin

Firm (if applicable)

Mailing Address * 1064 Cherryvale Dr

City, State Zip * Sumter SC 29154 Phone * 803 316 5364

E-mail Jongvil317@yahoo.com

Name of Utility Involved in Complaint: * Duke Energy Progress

Type of Complaint (check appropriate box below.) *

- ☒ Billing Error/Adjustments ☐ Deposits and Credit Establishment ☐ Wrong Rate ☐ Refusal to Connect Service
☒ Disconnection of Service ☐ Payment Arrangements ☐ Water Quality ☐ Line Extension Issue
☐ Service Issue ☐ Meter Issue
☐ Other (be specific)

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: Mr Bryan(?)

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Being charged for a past bill from same address from a different customer, which is not allowing me to get an extension for 5 days.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Please hold disconnection until hearing has taken place.

****I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.** ☒ Yes ☐ No

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF Sumter)

VERIFICATION

I, Jongvil H. Irwin
Complainant's Nameverify that I have read my complaint filed on 4/16/18
Date

and know the contents thereof, and that said contents are true.

Jongvil H Irwin
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
H.E.	